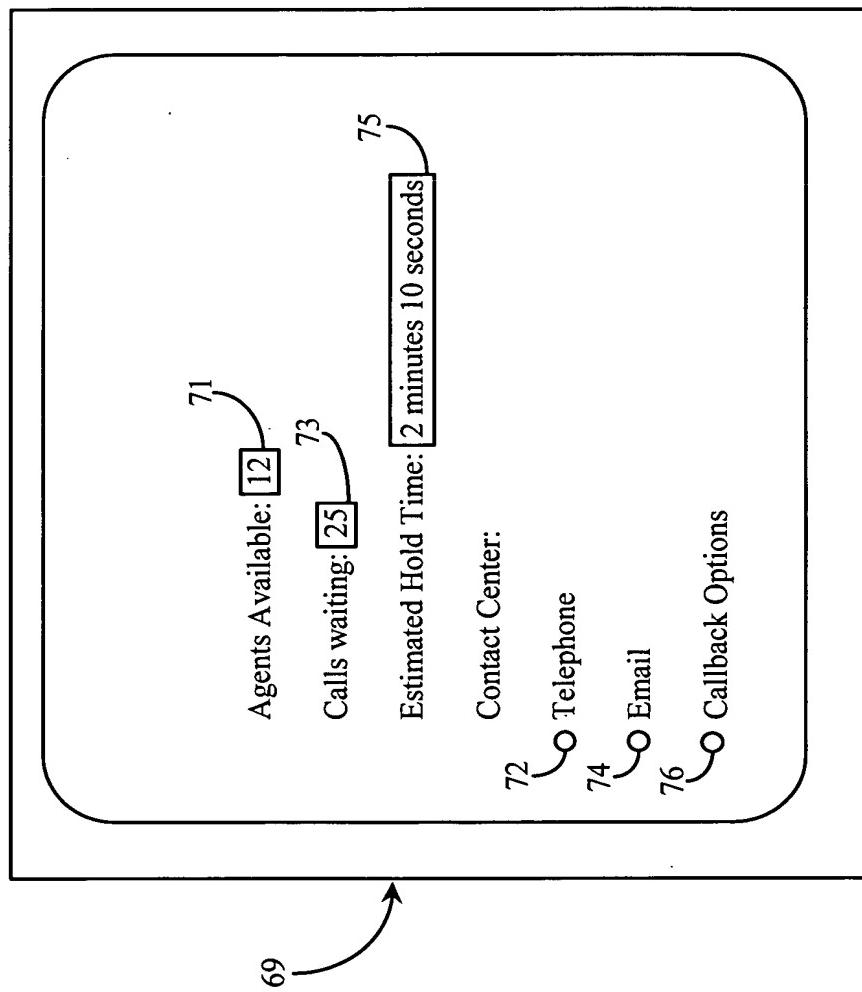


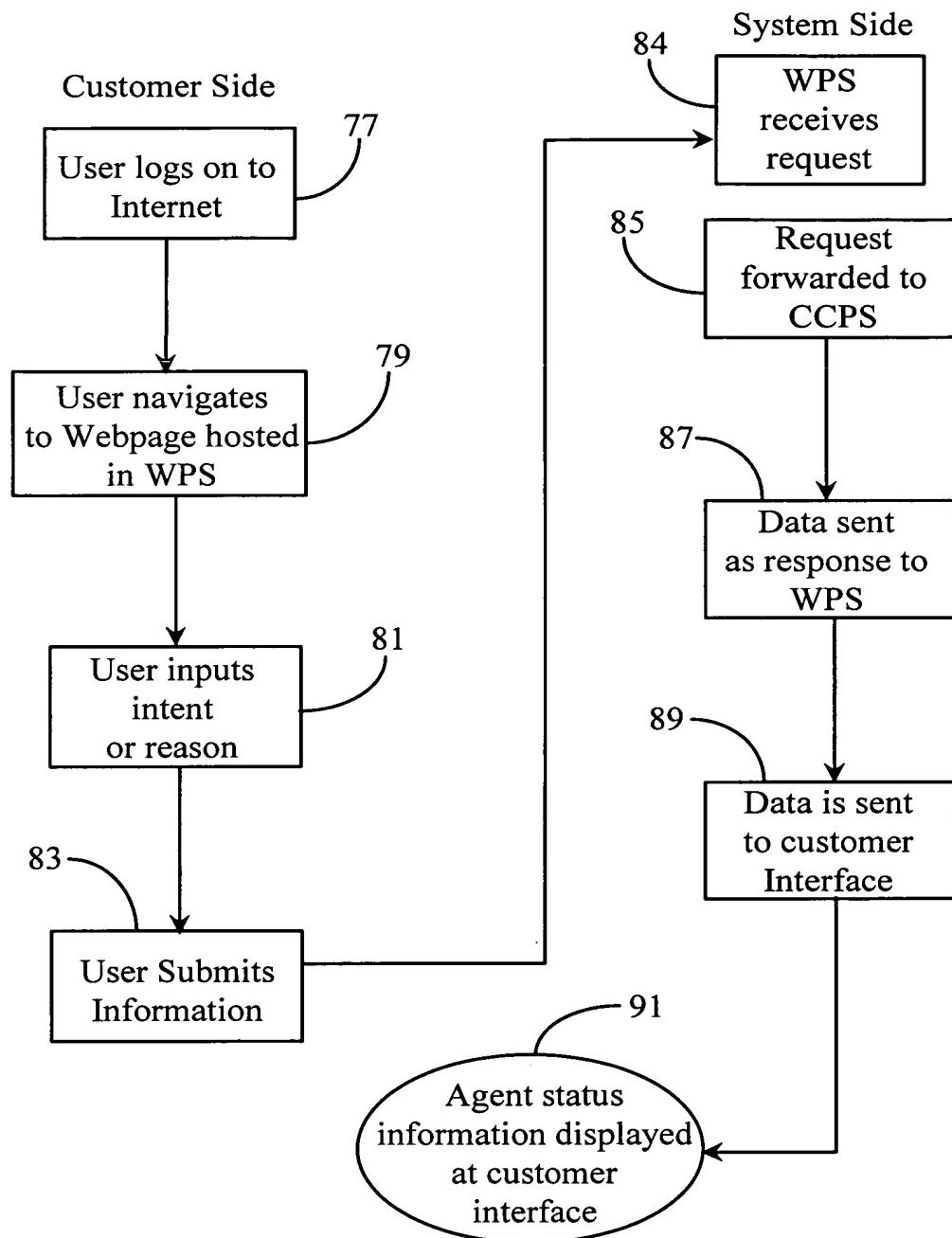
**Fig. 1**

Communication Center

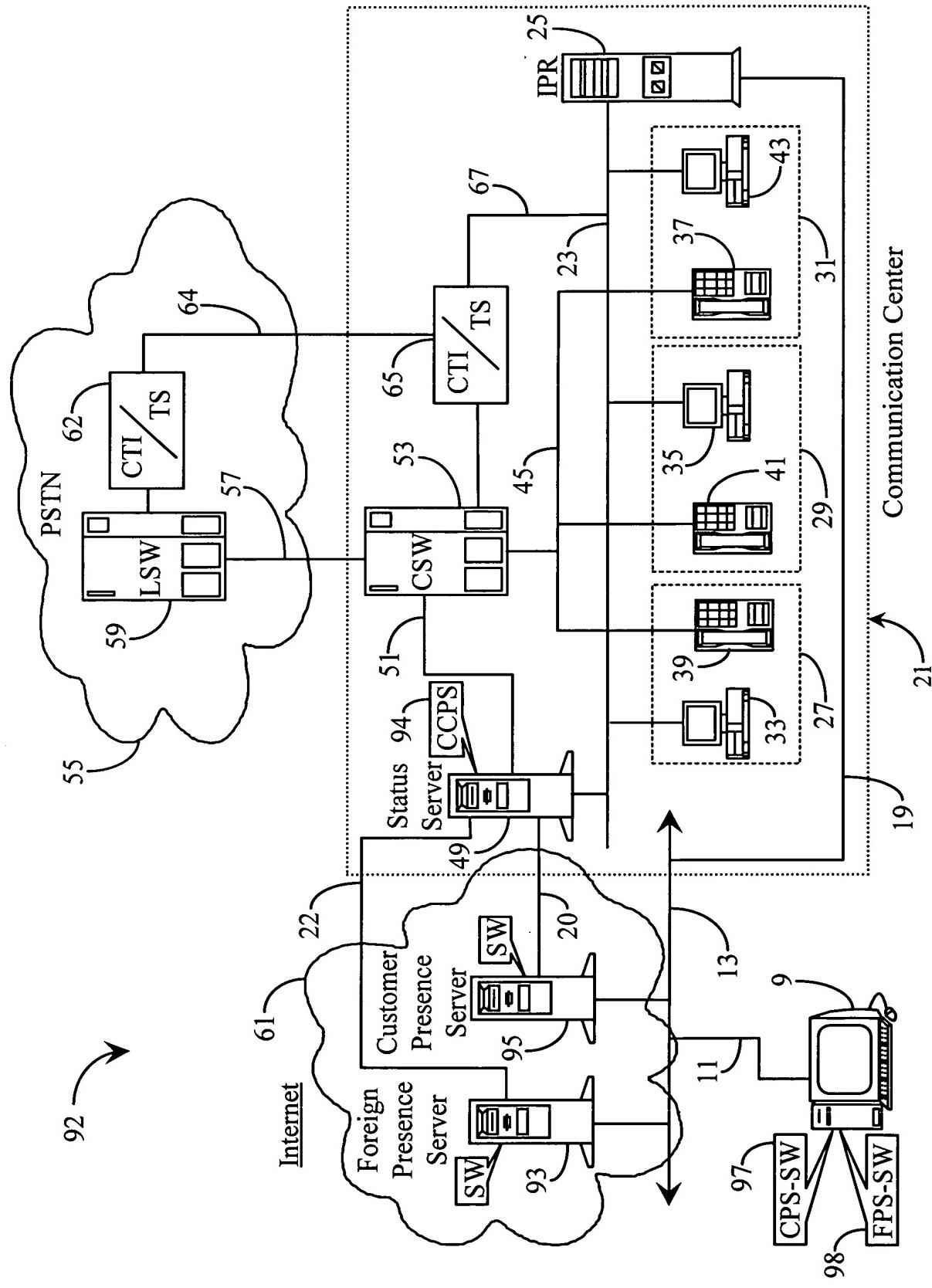
Customer Interface

*Fig. 2*





*Fig. 3*



**Fig. 4**

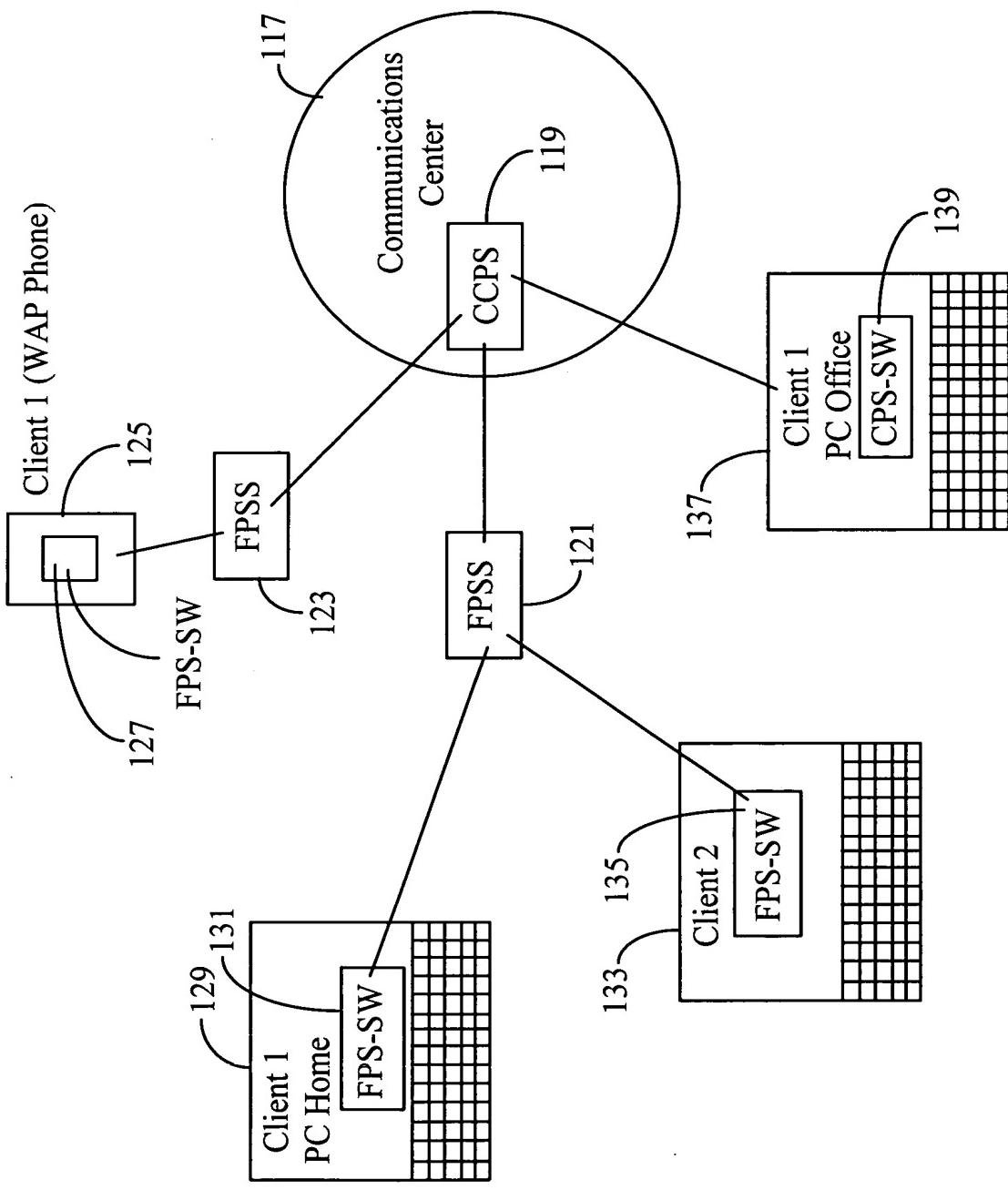
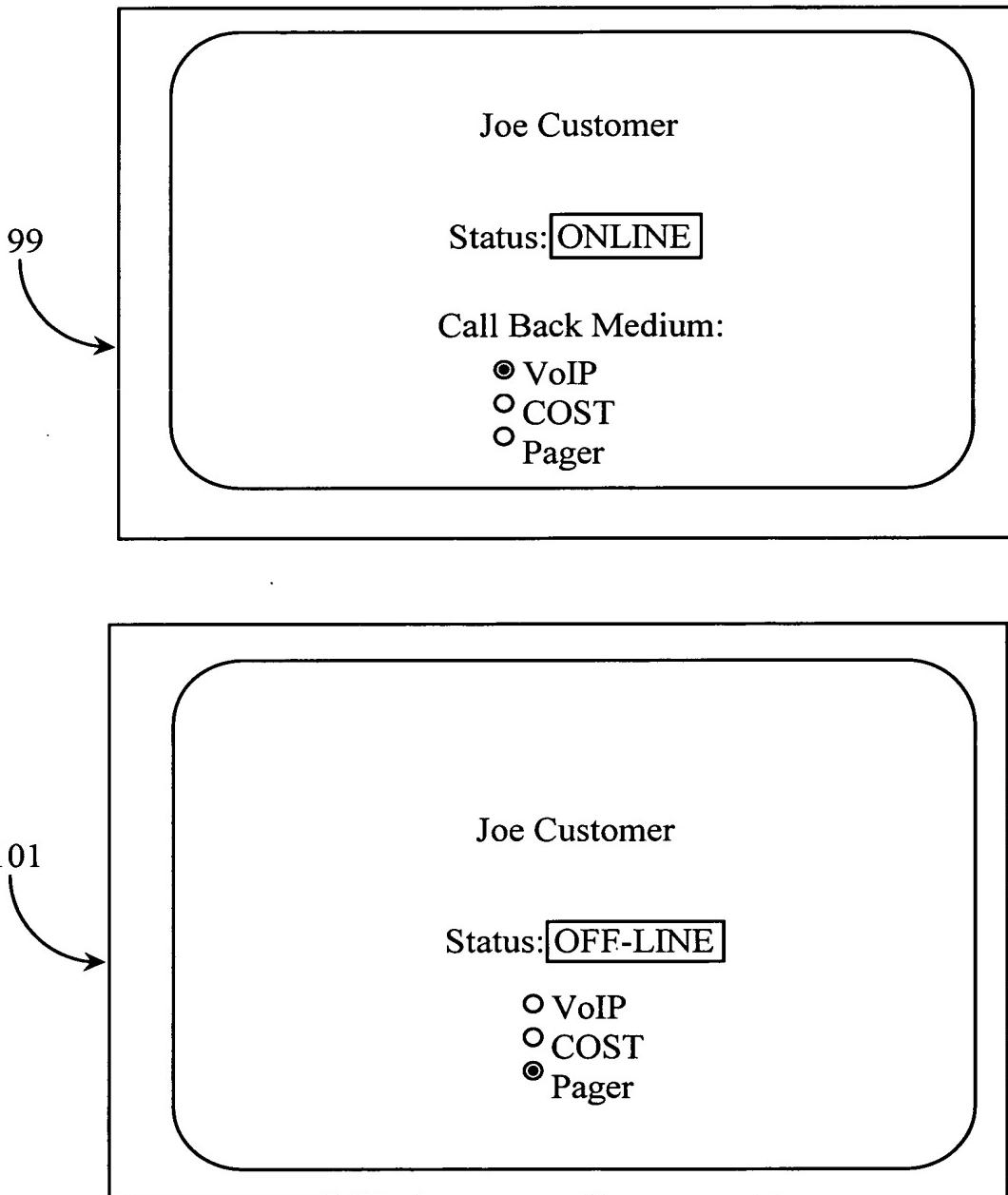
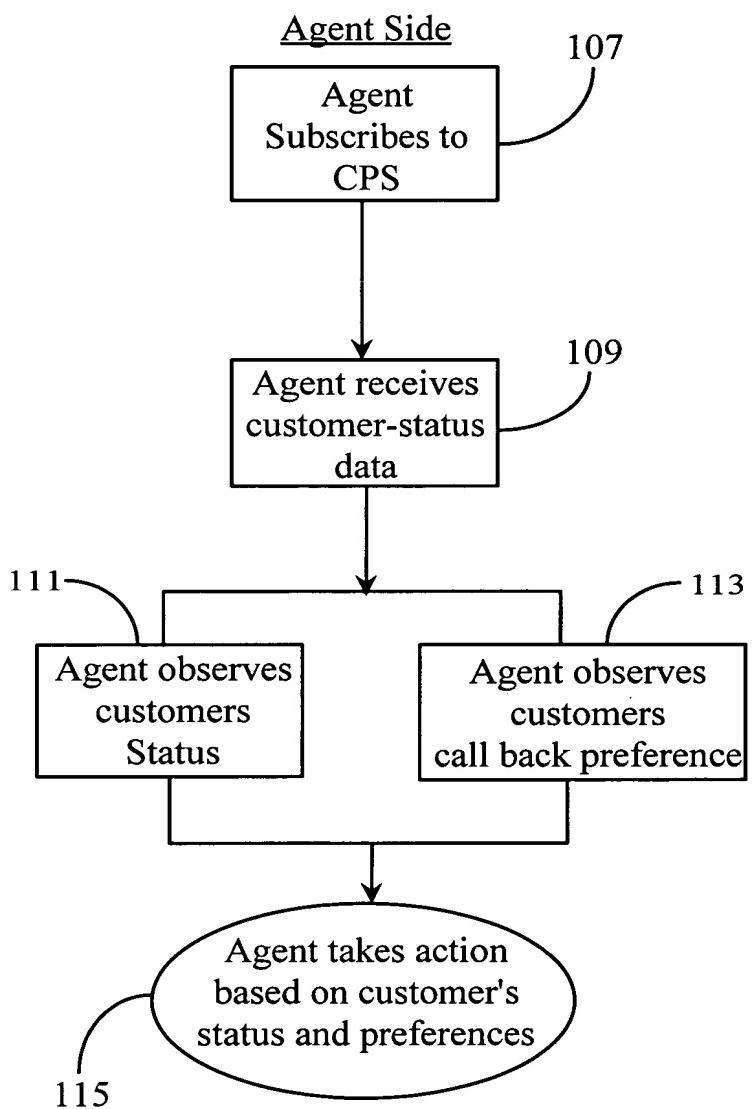


Fig. 5



Subscribing Agent Interface

*Fig. 6*



*Fig. 7*